

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I am dealing with this situation every month with Sprint. I have the same plan, I pay late every month because of my unemployment status, and each month I get a different bill.

Sometimes \$15 higher than the month before. I have called Sprint only for them to tell me that the taxes are different each month. That is ridiculous. I never use up my minutes in my plan and I lose them every month because of Sprint not having a roll-over plan. I am tired and frustrated with Sprint constantly charging for excessive taxes when I am already paying one tax, why should I be subject to pay more. Now, Sprint is trying to charge me for text messages when I do not even use text messages. They tell me it is only 20 cents, I say, 20 cents that I did not incur. And if folks let the 20 cents go by for texting that they do not use, just think, if 200,000 people ignored the fact that they were just charged a mere 20 cents for texting that they did not use and ignored the charge and let Sprint get away with it...that is a profit of \$40,000 for Sprint for just mere mistakenly charging customers 20 cents that they hope and expect customers to overlook on their bills. Greed. It is sad, and I cannot even find a job in this USA, but we can allow companies to get away with robbing the people that help pay taxes in this country. I would hope that legislation helps improve the cell phone practices in this country and get the consumers the help they need to make ends meet.

Thank you for your attention.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Gloria L. Harrington